

KEY PERFORMANCE OUTCOMES 2023-24 Q3

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KPO1(A) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT TO WARRANT					
	CATEGORY (by building type and value of work)	Total number of BWs and amendments issued	Total number that utilised customer agreements	Total number of working days for total number of BWs and amendments issued	Average time per BW (Working Days)
DOMESTIC	0 - £10,000	80	0	5543	69.29
	£10,001 - £50,000	53	0	4459	84.13
	£50,001 - £250,000	30	0	4268	142.27
	£250,001 - £1,000,000	0	0	0	0.00
	£1,000,001 and above	7	2	1383	197.57
NON-DOMESTIC	0 - £10,000	19	1	2432	128.00
	£10,001 - £50,000	7	0	395	56.43
	£50,001 - £250,000	8	0	773	96.63
	£250,001 - £1,000,000	1	0	65	65.00
	£1,000,001 and above	1	0	255	255.00

Sub total	DOMESTIC - ALL	170	2	15653	92.08
Sub total	NON-DOMESTIC - ALL	36	1	3920	108.89

ALL CATEGORIES	Total	206	3	19573	95.01
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Comments	<p>Ultimately resource and capacity couldn't again in this quarter continue the level of service provided in previous quarters.</p> <p>This again was still probably due to less resource dealing with similar workload in previous quarters which then returned back to us in this quarter to add to this quarter's new incoming workload which was up on the previous quarter.</p> <p>The Surveyor noted last quarter on medium term sick was on an extended phased return to work.</p> <p>Council Support (Admin) continue to have resource issues as two designated BS staff on long term sick</p>
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Value bands Sub total	0 - £10,000	99	1	7975	80.56
Value bands Sub total	£10,001 - £50,000	60	0	4854	80.90
Value bands Sub total	£50,001 - £250,000	38	0	5041	132.66
Value bands Sub total	£250,001 - £1,000,000	1	0	65	65.00
Value bands Sub total	£1,000,001 and above	8	2	1638	204.75

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KPO1(B) - TIME TAKEN TO ISSUE A FIRST REPORT (AND BUILDING WARRANT OR AMENDMENT ISSUED WITHOUT A FIRST REPORT)											
CATEGORY (by building type and value of work)	Number of first reports issued	No. of first reports issued within 15 days	No. of first reports issued in more than 15 days and within 20 days	No. of first reports issued in more than 20 days and within 35 days	No. of first reports issued in more than 35 days	% within 15 days	% more than 15 days and within 20 days	% more than 20 days and within 35 days	% more than 35 days	% check (should be nearly 100%)	
DOMESTIC	0 - £10,000	77	69	6	1	89.61%	7.79%	1.30%	1.30%	100.00%	
	£10,001 - £50,000	44	42	1	1	95.45%	2.27%	2.27%	0.00%	99.99%	
	£50,001 - £250,000	29	20	8	1	68.97%	27.59%	3.45%	0.00%	100.01%	
	£250,001 - £1,000,000	4	4	0	0	100.00%	0.00%	0.00%	0.00%	100.00%	
	£1,000,001 and above	3	1	1	0	33.33%	33.33%	0.00%	33.33%	99.99%	
NON-DOMESTIC	0 - £10,000	19	15	0	1	78.95%	0.00%	5.26%	15.79%	100.00%	
	£10,001 - £50,000	4	3	1	0	75.00%	25.00%	0.00%	0.00%	100.00%	
	£50,001 - £250,000	8	7	1	0	87.50%	12.50%	0.00%	0.00%	100.00%	
	£250,001 - £1,000,000	1	0	1	0	0.00%	100.00%	0.00%	0.00%	100.00%	
	£1,000,001 and above	2	1	0	1	50.00%	0.00%	50.00%	0.00%	100.00%	

Sub total	DOMESTIC - ALL	157	136	16	3	2	86.62%	10.19%	1.91%	1.27%	99.99%
Sub total	NON-DOMESTIC - ALL	34	26	3	2	3	76.47%	8.82%	5.88%	8.82%	99.99%

ALL CATEGORIES	Total	191	162	19	5	5	84.82%	9.95%	2.62%	2.62%	100.01%
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Commentary on main reasons why there are any significant changes	Ultimately resource and capacity couldn't again in this quarter continue the level of service provided in previous quarters.
	This again was still probably due to less resource dealing with similar workload in previous quarters which then returned back to us in this quarter to add to this quarter's new incoming workload which was up on the previous quarter.
	The Surveyor noted last quarter on medium term sick was on an extended phased return to work.
	Council Support (Admin) continue to have resource issues as two designated BS staff on long term sick
Provide main reasons why first report targets not met	Despite the above target only failed by less than 1 %
	As noted, current resource / capacity issues- but minimal failing less than 1%

Value bands Sub total	0 - £10,000	96	84	6	2	4	87.50%	6.25%	2.08%	4.17%	100.00%
Value bands Sub total	£10,001 - £50,000	48	45	2	1	0	93.75%	4.17%	2.08%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	37	27	9	1	0	72.97%	24.32%	2.70%	0.00%	99.99%
Value bands Sub total	£250,001 - £1,000,000	5	4	1	0	0	80.00%	20.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	5	2	1	1	1	40.00%	20.00%	20.00%	20.00%	100.00%

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KPO1(C) - TIME TAKEN TO ISSUE A BUILDING WARRANT OR AMENDMENT (FOLLOWING A FIRST OR SUBSEQUENT REPORT) FROM RECEIPT OF SATISFACTORY INFORMATION											
CATEGORY (by building type and value of work)	Total number of BWs and amendments issued	No. of BWs and amendments issued within 6 days of receipt of satisfactory information	No. of BWs and amendments issued in more than 6 days and within 10 days of receipt of satisfactory information	No. of BWs and amendments issued in more than 10 days and within 15 days of receipt of satisfactory information	No. of BWs and amendments issued in more than 15 days of receipt of satisfactory information	% within 6 days	% more than 6 days and within 10 days	% more than 10 days and within 15 days	% more than 15 days	% check (should be nearly 100%)	
DOMESTIC	0 - £10,000	66	53	3	6	4	80.30%	4.55%	9.09%	6.06%	100.00%
	£10,001 - £50,000	53	45	6	2	0	84.91%	11.32%	3.77%	0.00%	100.00%
	£50,001 - £250,000	30	26	3	0	1	86.67%	10.00%	0.00%	3.33%	100.00%
	£250,001 - £1,000,000	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
	£1,000,001 and above	7	6	1	0	0	85.71%	14.29%	0.00%	0.00%	100.00%
NON-DOMESTIC	0 - £10,000	13	9	0	4	0	69.23%	0.00%	30.77%	0.00%	100.00%
	£10,001 - £50,000	6	6	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£50,001 - £250,000	8	6	1	0	1	75.00%	12.50%	0.00%	12.50%	100.00%
	£250,001 - £1,000,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
	£1,000,001 and above	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	156	130	13	8	5	83.33%	8.33%	5.13%	3.21%	100.00%
Sub total	NON-DOMESTIC - ALL	29	23	1	4	1	79.31%	3.45%	13.79%	3.45%	100.00%

ALL CATEGORIES	Total	185	153	14	12	6	82.70%	7.57%	6.49%	3.24%	100.00%
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Commentary on main reasons why there are any significant changes	Ultimately resource and capacity couldn't again in this quarter continue the level of service provided in previous quarters.
	This again was still probably due to less resource dealing with similar workload in previous quarters which then returned back to us in this quarter to add to this quarter's new incoming workload which was up on the previous quarter.
	The Surveyor noted last quarter on medium term sick was on an extended phased return to work.
	Council Support (Admin) continue to have resource issues as two designated BS staff on long term sick
Provide main reasons why targets not met	Despite the above target achieved
	N/a

Value bands Sub total	0 - £10,000	79	62	3	10	4	78.48%	3.80%	12.66%	5.06%	100.00%
Value bands Sub total	£10,001 - £50,000	59	51	6	2	0	86.44%	10.17%	3.39%	0.00%	100.00%
Value bands Sub total	£50,001 - £250,000	38	32	4	0	2	84.21%	10.53%	0.00%	5.26%	100.00%
Value bands Sub total	£250,001 - £1,000,000	1	1	0	0	0	100.00%	0.00%	0.00%	0.00%	100.00%
Value bands Sub total	£1,000,001 and above	8	7	1	0	0	87.50%	12.50%	0.00%	0.00%	100.00%

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KPO2 - COMPLIANCE DURING CONSTRUCTION								
	CATEGORY (by building type and value of work)	Number of CCNPs for "accepted" completion certificates	Number of CCNPs fully achieved (by relevant person and verifier)	Number of CCNPs fully achieved by "Relevant Person"	Number of CCNPs fully achieved by "Verifier"	% of CCNPs fully achieved for "accepted" (by relevant person and verifier) completion certificates	% of CCNPs fully achieved by "Relevant Person"	% of CCNPs fully achieved by "Verifier"
DOMESTIC	0 - £10,000	19	5	5	19	26.32%	26.32%	100.00%
	£10,001 - £50,000	65	7	11	61	10.77%	16.92%	93.85%
	£50,001 - £250,000	28	5	8	25	17.86%	28.57%	89.29%
	£250,001 - £1,000,000	6	0	1	5	0.00%	16.67%	83.33%
	£1,000,001 and above	313	0	27	286	0.00%	8.63%	91.37%
NON-DOMESTIC	0 - £10,000	1	0	0	1	0.00%	0.00%	100.00%
	£10,001 - £50,000	3	0	0	3	0.00%	0.00%	100.00%
	£50,001 - £250,000	2	0	0	2	0.00%	0.00%	100.00%
	£250,001 - £1,000,000	4	0	0	4	0.00%	0.00%	100.00%
	£1,000,001 and above	12	0	0	12	0.00%	0.00%	100.00%

Sub total	DOMESTIC - ALL	431	17	52	396	3.94%	12.06%	91.88%
Sub total	NON-DOMESTIC - ALL	22	0	0	22	0.00%	0.00%	100.00%

ALL CATEGORIES	Total	453	17	52	418	3.75%	11.48%	92.27%
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Main reasons why CCNPs were not full achieved	Simply down to the Applicants not fulfilling their role in the process despite being informed of their obligations
Verifier's view of the main reasons why CCNPs were not fully achieved by relevant person	Simply down to the Applicants not fulfilling their role in the process despite being informed of their obligations
Verifier's view of the main reasons why CCNPs were not fully achieved by verifier	Operational issues and we are continuing to look to try and address these with additional team support, though this requires to go through the Council's HR processes
Verifier's view of the main aspects of technical non-compliance identified through reasonable inquiry (prioritised)	This is too narrow a question for such a wide subject for specifics, however to try and provide a reason could be simply to say failure on the Applicants behalf to ensure they have sufficient technical knowledge either themselves or by employing a suitable person to ensure compliance
Other comments on CCNPs	None

Value bands Sub total	0 - £10,000	20	5	5	20	25.00%	25.00%	100.00%
Value bands Sub total	£10,001 - £50,000	68	7	11	64	10.29%	16.18%	94.12%
Value bands Sub total	£50,001 - £250,000	30	5	8	27	16.67%	26.67%	90.00%
Value bands Sub total	£250,001 - £1,000,000	10	0	1	9	0.00%	10.00%	90.00%
Value bands Sub total	£1,000,001 and above	325	0	27	298	0.00%	8.31%	91.69%